Date: 9th February 2022

Present: Peter Aslan, David Knight, Apollo Economides, Jasvinder Banwait

Distribution: Attendees

This was the first meeting of the PRG at the Practice since March 2020, due to the Covid Pandemic and due to ongoing Covid concerns, it was agreed in advance that the meeting would consist of just the Chairman, Vice Chairman, Sectary and Practice Manager. The agenda was published in advance of the meeting, and consisted or two items, Introductions and the way forward.

# Introductions and update on the practice

As Lenka has now moved on from the practice, her position Practice Manager has been taken by Jasvinder. Members of the PRG welcomed her to the group.

The PRG was formed at the practice in 2013, and Jasvinder has now been with the practice for one year.

Apollo is a member of the Healthwatch Steering Committee. Healthwatch is a statuary body representing patient views in both health and care.

Jasvinder provided an update on the practice, which had remained open throughout the Pandemic, although it had been a challenging time.

Doctors Lal and Guhunia remain, and work at the practice two days per week. Doctor Kahn is new to the practice, and is there five days per week providing a lady doctor for the patients.

Additional roles now available in the practice include:

* A clinical Pharmacist.
* Two advanced nurse practitioners
* A wellbeing and mental health care practitioner
* Physio associate

Patients who want to see a GP still need to phone reception, who will decide on the appropriate person in the practice although not everyone is happy to discuss their symptoms with a receptionist.

Serena Horton joins the practice part time as a wellbeing and mental health care practitioner. She normally works Friday and Wednesday, and additionally as required.

Some practices in the area offer a full range of services on-line, but the Phoenix Practice have discontinued this. On-line services have proved difficult for the elderly to use.

The practice does receive a lot of electronic messages, e-mail and text which can be hard to respond to quickly.

Spec Savers Audiology, (hearing tests) are now using a room in the practice 2 days a week, although this is completely separate from the practice. Doctors are not referring patients to then for tests directly.

Before the Pandemic, the PRG were working on a questionnaire for the patients, there seems little point in using this at the present time, Jasvinder asked for a copy. In general, we still need to work out what the PRG can offer the practice, although we can work this out in subsequent meetings as covid restrictions are lifted.

Due to the pandemic, and the steps taken to maintain a service at the practice Audits and Reviews are currently on-hold. These will resume when covid restrictions are removed.

There are plans for a consultant from the CCG to come to the practice to look at processes.

# The way forward

For the time being the meeting agreed that it would be best to keep attendees at a minimum of no more than 6, and open this up to other members who have specific issues they wish to raise, until we are all happy with full meetings again.

Since the last meeting of the PRG, we have been notified that some members have left, others may no longer wish or be able to take part. We will however, send out minutes of this and other meetings, and actively ask for questions, which will then be put in subsequent meetings. We can then determine the current membership.

Apollo is only available for meetings at specific times. Subsequent meetings to consist of David, Apollo and Peter, *together* with Jasvinder and the doctors if available.

# Date of next meeting

Although PRG meetings are normally every three months, it would be helpful in the current climate to meet sooner, the next meeting will therefore be scheduled for mid-April. Jasvinder to propose a convenient date.